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# **Out-Of-School Care Program Parent Hand Book 2017-2018**



## Contents

About Oaklands Community Association .....	3
Our Philosophy .....	3
Our Programs .....	4
Primary Goals of Oaklands Out-of-school Care .....	4
Program Hours of Operation .....	5
Program Planning .....	6
Professional Development Days, Early Dismissal and Spring or Winter Break.....	7
Payment, Fees, Refunds and Cancellation Policy.....	8
Requirements for Enrollment.....	8
Monthly fees.....	9
Program Fees .....	9
Child Care Subsidy .....	10
Refunds.....	10
Oaklands OSC Parent Policies .....	10
Changes in Care or Cancellation of Care.....	10
Attendance Notice Policy .....	10
Pick-Up Policy.....	11
Injuries and Illness Policy.....	12
Food and Drink Policy.....	13
Behavior/Guidance/Discipline Policy .....	14
Supported Child Care Policy.....	16
Communication Policy.....	17
Conflict Resolution Policy .....	18
Duty to Report – Reportable Incidents of Abuse.....	18
Power Outages Policy .....	21
Snow Policy.....	21
Safety Procedures .....	22
Emergency Procedures .....	23
Parent Agreement.....	24

*The Oaklands Parent Handbook is a living Document and is subject to change – families will be informed of any updates and emailed revised copies.*

## **About Oaklands Community Association**

Oaklands Community Association is an intricate piece within the local community. The Association services the community through two facilities, Oaklands Community Centre and Oaklands Neighborhood House. Oaklands Community Centre offers a variety of health and wellness programs for all ages, and provides care for the children who attend Oaklands Elementary School with an Out of School Care Program. Oaklands Neighbourhood House also provides programs for all ages, rental space for community needs and is the ideal environment to offer a quality care program for children aged 30 months to 5 years. In addition to fostering a safe, nurturing day care experience, the staff will provide a pre-school curriculum. This meets the needs that have been expressed by parents who found it difficult to find quality care while still giving their children the opportunity for early childhood education.

## **Our Philosophy**

Our goal is to help every child be happy, secure, and develop fully to his/her true potentials. To meet this goal we offer our families a safe, nurturing and stimulating environment dedicated to providing a warm and inviting atmosphere that allows children to develop at their own pace. Through play experiences and the guidance of staff, your child will be exposed to situations that will stimulate curiosity, initiative and independence.

Our Out-of-School-Care programs are based on children's interests and learning needs, and include the use of individual, small and large group activities, indoor and outdoor play, learning centres, outings and field trips. Activities will be varied frequently and designed to accommodate individual children's unique abilities.

At Oaklands Community Association we do not discriminate against a person or class of persons regarding any accommodation or services because of their race, color, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex or sexual orientation of that person(s).

## **Our Programs**

Oaklands Out-of-School Care program is a licensed program and runs on the same calendar as the Oaklands Elementary School. Our programs are comprised of two rooms of kindergarten and grade one children, one room of grade two and three children and one room of grades three to five children. The OSC program has two on-site rooms and two off-site rooms. There are three Room Leads, one for OSC and Multi-Purpose room, one for Com Rec room and one at Chapel site. Each room is staffed by the Room Leads and one Activity Leaders, except Multi-Purpose which will have two Activity Leaders. There will be one Floater staff to help support the OSC, Multi-Purpose and Com Rec rooms and an additional Floater staff at the Chapel site. As required by licensing staff requirements are a clean criminal records check, certification in first aid, a doctor's note stating that the individual is physically and mentally sound to care for children and a minimum of 20 hours related coursework. Each Room Leader plans for their individual rooms and age group and implements our philosophy in their own way which helps aid in development of each child individually. Room Leaders plan curriculum ahead, based on specific areas the children are interested in and want to learn. In addition to Room Leaders, Activity Leaders and Floater staff there is also an on-site Out-of-School Care Program Coordinator at The Oaklands Community Centre.

### **Primary Goals of Oaklands Out-of-school Care**

- To create a setting in which children will find warmth, comfort, and gentleness as well as an abundance of opportunities for movement, exploration, and self-discovery according to individual needs, interests, and abilities.
- To assist each child to grow to his fullest potential by recognizing each stage of development and fashioning an environment (i.e. curriculum, facilities, staff) designed to nurture and facilitates growth during each stage.
- To help children achieve independence, self-discipline, social competence, self-knowledge, enthusiasm for learning, positive attitudes, intellectual growth, and an organized approach to problem solving.
- To assist parents in understanding the developmental stage of their child enabling them to contribute most effectively to the child's growth and enrichment.

### **Kindergarten/ Grade 1 Room**

The Kindergarten and grade 1 room(s) ratio is 24 children: 1 Room Lead, 1 Activity Leader, 1 shared Floater staff and 1 Supported Childcare Worker if required

## **Grade 2/3 Room**

Grade 2 and 3 children room ratio is 30 children: 1 Room Lead, 1 Activity Leader, 1 shared Floater staff and 1 Supported Childcare Worker if required

## **Grade 4/5 Room**

The grade 4 and 5 room has 30 children: 1 Room Lead, 1 Activity Leader, 1 Floater staff and 1 Supported Childcare Worker if required.

Depending on number of children registered grade 3 children may be included in the grade 4 and 5 room.

## **Program Hours of Operation**

### **Morning Care**

7:30- 8:30 – Sign in, Free play (could include art, quiet games, reading or outdoor play)

8:30-8:44 – Walk children to their respective meeting spots for their classroom

### **After School Care**

2:48 – meet and sign-in children at designated meeting place on school grounds

3:00 – 3:30- outside play (weather permitting)

3:30 – 4:00 – Snack (provided) & quiet activity time

4:00 - 5:00- Activity (arts and crafts, baking, organized games- inside or outside)

5:00 – 5:30 – Free Play and Pick-up

The OSC Program Coordinator is in the office on weekdays between the hours of 9:30am-5:30pm dependent on workload and can be met with in person or be contacted by telephone or by email.

## **Pro-D Day Camp and Winter/Spring Camp Hours**

Full Day Care 7:30am- 5:30pm

## **Program Closure**

**We are closed on Statutory Holidays as well as the following dates:**

Labour Day (September)

Thanksgiving (October)

Remembrance Day (November 11)

Christmas Eve/Christmas Day (December 24,25)

New Year's Day (January 1)

Family Day (February)

Good Friday/Easter Monday (March or April)

Victoria Day (May)

Our Program ends when the school year ends and our Summer Camp Programs will start running the Monday following the last day of school.

**Additionally, the Centre will be closed the following:**

During the 2017-18 school year the Oaklands Community Centre and OSC program will be closed during one week of Winter Break and families will be informed of that date as it is chosen.

## **Program Planning**

### **Field Trips**

On field trips where transportation is required, parents will be notified in advance as to the details of the scheduled field trip excursion. Included in registration papers will be a general transportation agreement form. It is required that each family completes this form before their child will be allowed to partake in a field trip. A week prior to each Field Trip, an email reminder, as well as a written reminder at the sign in area, will be sent out to families regarding details of each Field Trip.

During all trips the individual ratios of each program will be maintained for all children as well as all safety measures will be taken to protect your children. When children leave the Centre with the staff members, they will all wear an Oaklands identifier and staff will wear their Oaklands staff shirts or vests so that they can be easily identified.

### **Outdoor Play**

Please dress your child appropriately for the current weather, we will try our best to make sure children wear coats and hats during colder weather and sunhats and sunscreen during the hotter days. Rain or shine, we have the children outside everyday

so dressing in a way that allows your child to play comfortably in all weather is very important.

## **Indoor Play**

We provide a variety of age-appropriate toys and activities for the children to engage with. It is preferred that no toys or electronics be brought from home, except on special days. Our staff will not be responsible for items that have been brought from home that get broken or lost while at school or at the Centre. The responsibility remains with the child and the parents.

## **Snack time**

Snack time serves many purposes. In addition to providing a nutrition break, it also gives the opportunity to learn vital social skills. While the staff encourage a “fun” snack time, we ask the children to observe certain rules to ensure safety:

- Children need to wash hands before eating.
- Children are to remain seated at all times.
- Sharing of food is not permitted.
- Staff will sit with the children while eating

Each day our staff will provide afternoon snack for the children that is included in the fees. Please notify us of any special nutritional requirements your child may have.

Once informed, our staff can take necessary precautions to ensure the safety of your child. If your child cannot partake in the posted snack for the day, the staff will offer your child an appropriate option. In cases of extreme allergies, parents often choose to provide their own snacks. Space will be made available if you choose that option.

**We are NOT a nut-free facility however we are allergy aware. We take into consideration children with allergies and we provide a safe eating environment for all children.**

## **Professional Development Days, Early Dismissal and Spring or Winter Break**

Our program runs on Oaklands Elementary School's calendar and will do our best to provide full day care when there are no classes in session. Please refer to our fees for costs on all our program options including prices for Professional Development Days, Early Dismissals and Winter or Spring Break Camps.

## **Strike Camps**

In case of strike action at Oaklands Elementary we will do our best to provide full day care. We will contact Oaklands OSC families in regards to space availability and fees

as soon as we are notified of a confirmed strike action. Camps are one week at a time and are priced as such. Should the strike be called off at any point during a camp a refund of the remaining balance will be reimbursed. Strike camps are open to in-house families needing full week care first, then to the public needing full weeks and then, if space is still available, to single days of care.

## **Practicum Students**

Oaklands Out-of-School Care is very involved in the development of the students at local educational institutions. At times throughout each year, the Centre may approve the placement of a practicum student in the programs. This placement could be a one hour placement or as long as eight weeks. It is a great learning opportunity for the children, the students, and the staff. This is one of many ways that the student acquires new ideas and skills.

At times, the student will be observing a child and recording his/her actions and reactions. The names of the children do not appear anywhere in their observations or assignments and written consent will be obtained from the parent/guardian before any direct observations on a child are made. The purpose is to help the student learn the various observation techniques that they will use when they are in the field. The students are supervised at all times and are never to be left alone with a child at any time.

## **Payment, Fees, Refunds and Cancellation Policy**

### **Requirements for Enrollment**

These things must be in place to successfully have enrolled your child:

1. All paperwork must be complete and signed and submitted to the OSC Coordinator
2. A \$100.00 deposit for fees (will be applied to the last month of care for the year)
3. A \$25 non-refundable resource fee
4. Payment options must be finalized and must be one of the following:
  - 10 post-dated cheques dated the first of each month  
OR
  - Pre-Authorized Debit forms completed and signed (with a VOID cheque option)
  - Pre-registration for Pro D Days payment paid First month of OSC care



If your child's care is going to be funded by Child Care Subsidy, then all paperwork must be complete and a valid authorization number must be on file.

## Monthly fees

All fees are processed on the 1<sup>st</sup> of each month. We accept payment in the form of direct debit, and post-dated cheques.

If your payment is returned NSF, you will be notified and asked for payment by cash or debit. There is a \$25.00 charge for each NSF cheque.

Fees are the same for each month of the year, regardless of the number of days care is provided or you choose to utilize. We do not offer part time or shared spaces in our Out-of-School Care program

Fees are the same amount for each month regardless of the number of days in a month. The monthly fee is determined using the average number of school days in a year (175) divided by the number of months the school is in operation (10).

Please note: Monthly fees include early dismissal dates for Parent/Teacher meetings; Monthly fees **does not include** Pro-D Days or Winter and Spring Break; these specific days require separate registration and extra fees to cover the cost of the hours of care and staffing.

## Program Fees

We are a licensed program and families can apply for subsidy from the Ministry of Children and Family Development. Full fees are expected to be paid until subsidy is in place.

Program Care Provided	Monthly Fee
<b>Before School Only</b> (does not include Early Dismissal Days)	<b>\$120</b>
<b>After School Only</b> (includes Early Dismissal Days)	<b>\$270</b>
<b>Before and After School</b> (includes Early Dismissal Days)	<b>\$360</b>
<b>Pro-D Day Package (All 7 Pro D Days)</b>	<b>\$280</b>
<b>Single Day Pro D Day (if space available)</b>	<b>\$45</b>
<b>Winter/ Spring Break or Strike Camps</b>	<b>\$175/5 day week</b>
*prices may change, please contact Oaklands OSC to confirm prices	

## **Child Care Subsidy**

If families require Child Care Subsidy, it is the families' responsibility to ensure that authorization is up to date. Renewals are also the responsibility of the parent.

The parent portion of your child's fees (the amount not covered by Child Care Subsidy) is due on the 1<sup>st</sup> of each month. Families are responsible to pay full fees until subsidy benefits have been received.

## **Refunds**

No refunds will be given if your child is absent due to illness or holidays.

## **Oaklands OSC Parent Policies**

### **Changes in Care or Cancellation of Care**

If you choose to withdraw your child from care or change the care provided (add/remove options), Oaklands Community Association requires one calendar month's *written* notice (given before the last day of the previous month). Failure to provide sufficient notice will result in the Association charging a full month's fees. The \$100.00 Registration deposit will be applied against the last month your child attends OSC.

### **OSC Receipt Policy**

Unless you specifically request monthly payment receipts you will receive one receipt at the end of the year for all child care payments received. If you misplace your receipt, an administration fee of \$10.00 will be charged for the issuance of a replacement.

### **Attendance Notice Policy**

Oaklands OSC Program requires parents/guardians to give notice when their child(ren) will not be attending, *for any reason*, the Out-of-School Care Program. Notice can be given by phone, email or in writing. Failure to advise the OSC Program of an absence will result in a charge of \$25.00 for each occurrence. If the fee is not paid within 48 hours the fees will automatically be billed to the following months fees.

Please note that if you call Oaklands Elementary safe arrival system you are still required to call Oaklands OSC directly as we are NOT part of the school's safe arrival system.

Steps taken when a child does not show up at their meeting spots by 3:00pm after school

- 1- Activity Leaders radio into Program Manager via walkie-talkie to alert that a child has not arrived at the meeting spot.
- 2- Manager phones Oaklands Elementary to see if children were in school or if they left school for any reason.
- 3- If children were in attendance at school and did not leave for any reason from school property the school office will do an "All Call" (page) to the student to Oaklands Out-of-School Care
- 4- If the child has not arrived within 5 minutes to meeting place after the "All Call", leader will go to child's classroom to see if child is there or if teacher knows if child was picked up by parent or guardian.
- 5- If child is still not in care of the OSC Leaders OSC Manager will telephone parents.
- 6- If parent cannot be reached secondary contacts will be telephoned.
- 7- If children have still not been located and parents cannot be contacted the police will need to be notified.

## **Pick-Up Policy**

Oaklands Out-of-School Care program expects you will arrive before closing (5:30pm). If you are late, fees will be charged as follows: \$1.00 per minute you are late past 5:30pm. Payment is due same day as pick-up or will be added to the following months' fees.

Parent(s)/guardian(s) will be contacted if your child has not been picked up 15 minutes after the program end time. The staff will call alternative person/s from the authorized pick-up list if the parent(s)/guardian(s) cannot be contacted. If those people are unavailable and the parent has not contacted Oaklands by 6:00pm we are required to notify the Ministry for Children and Family Development.

If late pick-up is an ongoing problem, then notice of termination of services may be given.

## Injuries and Illness Policy

### Illness

While the staff appreciates all children get sick, we can all do our part to minimize the spread of germs. For the safety of all the children and staff and the comfort of your own child, please choose to keep your child home if ANY of the following are present:

**Acute cold:** Contagious with obvious discharge of infected green or reddish brown mucus – child can return when discharge has subsided.

**Cough:** 3 – 5 times per hour, and especially if choking and/or vomiting accompanies the cough. Child may return when coughing has subsided.

**Fever:** 38C (100.4F) or over – may return when fever has remained at 37C (98.6F) for 24 hours **without the aid of medication**.

**Vomiting:** Child can return after 24 hours after the last bout of sickness.

**Diarrhea:** Must be symptom free for 24 hours and have had one solid bowel movement.

**Antibiotic:** Can return 24 hours after the antibiotic is first taken as long as criteria above are also met (i.e. coughing is minimal).

**Infected skin or eyes:** A doctor must examine undiagnosed skin irritations, and provide written medical clearance prior to a child's return to program. Conjunctivitis (pink eye) is very contagious and must be treated with antibiotics for 24 hours before the child may return.

**Ear Aches and Infections:** Because VIHA says untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a Doctor for direction *and* stay home for a minimum of 24 hours with or without antibiotic medication. This allows for the children to be monitored and assessed. Children may return when symptoms such as fever and ear tugging have subsided.

**Lice:** Child may return after 24 hours once they have been treated with an effective lice treatment and **all lice and nits** have been combed or picked out of hair. A doctors note stating that the child is lice and nit free will need to be presented before a child is allowed back into program. Follow up shampooing must be administered to complete treatment.

**Communicable Diseases:** Communicable diseases such as chicken pox and measles must be reported to the Early Childhood Manager as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care will depend on the VIHA's Communicable Disease recommendations which staff will be able to provide.

If a child comes to the program ill, parents will be asked to find alternate care for that day. If your child becomes sick during the day, you will be called to take your child home. If we cannot contact you, we will call your emergency contacts to pick up your child.

It is important for parents to inform the staff of illness or communicable disease. When necessary, the OSC Coordinator will advise other parents of illnesses present within the center.

Please keep your child at home if you feel that your child is too sick to participate in the program including outdoor activities. A child who is too sick to play outside is too sick to attend the program. Please call and let staff know if your child will be absent.

If your child does require medication during Program hours (both prescription and non-prescription) you need to fill out a *Permission to Administer* form (available from the OSC Coordinator). This includes children who have Epi-Pens or Asthma Inhalers, see Allergies and other Medical Concerns below.

## **Injuries and Other Emergencies**

Minor cuts and abrasions suffered while at the center will receive proper care -- specifically, they will be washed with soap and warm water and properly bandaged. Treatment will be logged and the staff will tell you how and when the injury occurred. Each staff member is trained with up to date First Aid training.

If a medical emergency arises, the staff will try to contact a parent first, unless taking the time to call the parent(s) endangers the child's life. In this extreme case we will take necessary steps, putting the child safety first (calling hospital, doctor, poison control, etc.). If need be, we will take your child to the nearest hospital via ambulance. Then try to call you when we arrive. If a parent is unable to be reached, a staff member will keep trying until s/he has spoken directly to the parent(s).

## **Allergies and other Medical Concerns**

If your child is on any type of medication (Asthma Inhalers or Epi-Pens) licensing requires us to have *Permission to Administer* form and Emergency Care Plans in place. Please ask the OSC Coordinator for these forms for your child's file.

## **Food and Drink Policy**

To help promote the importance of healthy eating, we provide a nutritious afternoon snack each day. We also encourage children to drink water during their time with us. Our monthly snack schedules are prepared according to VIHA standards and consist of at least two (2) food groups daily. We offer a wide variety of foods and where

possible, offer local, organic and homemade options. Snack schedules are posted in each room.

We encourage healthy lunches for when we have the children for full days of care. There is a microwave available so feel free to send food to be warmed up (soup, pasta, leftovers, etc). Please send the appropriate container to microwave your child's lunch in.

While we encourage a wide variety of foods in the packed snack/lunch, we prefer certain foods remain at home. These include fruit juice and sweets (such as chocolate bars or candy of any kind). One way to ensure your child will eat the food packed from home is to include him/her in the choices each day. Sending food that he/she does not enjoy eating makes for a difficult time for both staff and your child.

During all meal times (snack and lunch), staff will sit with the children to model appropriate behavior while eating as well as provide supervision and assistance when needed. Children are encourage to use self-help skills by being able to open their own containers and make appropriate choices as far as healthy foods first before treats.

## **Behavior/Guidance/Discipline Policy**

It is our policy to treat every child with respect. We believe the best way to teach respect is to act as role models and demonstrate appropriate behavior at all times. We strive for open communication with families regarding the well-being of your child while in our care.

Every child in our program will be under an introductory trial period to ensure that our program is a good fit for them and their family. Each incident will be treated on an individual basis as we see each child is an individual.

If your child has received support or shared support in their classroom we may require the same support to be extended in the OSC program. See our Supported Child Care Policy following this policy.

We outline our expectations for the children at the beginning of the program to provide them with their best chance at success. The children will be encouraged to practice problem solving when dealing with challenges. When a child has made an attempt to solve a problem involving another child, the staff member will offer guidance and suggestions without 'stepping in'. This gives the ownership of the solution to the child.

If a child has repeated/reoccurring incidents of inappropriate behaviours that is witnessed and documented by Out-of-School Care staff, the Behaviour Management Guidelines will be put into place regarding that child

## **OAKLANDS OUT OF SCHOOL CARE BEHAVIOUR MANAGEMENT GUIDELINES**

1. The first incident of inappropriate behaviour will result in removing the child to a separate supervised space. The staff will discuss with the child the rules that were broken and the reason for being separated from the group. The parent may be called to pick the child up immediately depending on the severity of the incident. Program leaders will discuss the incident with the pick-up parent/guardian. An internal incident report will be filled for documentation. Reports are available for parents to review.
2. If inappropriate behaviours continues or progresses in frequency and escalates in peril, the parent may be called to pick the child up immediately. This behaviour will be addressed and solutions will be sought immediately with the parents. All incidences will be discussed with parents/ guardians of the child and documented on internal incident reports. The incident may be documented for our Licensing Officer to review. All reports can be reviewed by parents.
3. Should the solutions arranged by the staff and parents prove ineffective, another meeting will be scheduled to look at alternative solutions. The parents may be advised that the child cannot attend the program temporarily if the alternative solutions are unsuccessful.
4. If the behaviour is still a concern, the OSC Program Coordinator reserves the right to discharge the child from the program.
5. If the child displays inappropriate behaviour involving physical violence of any type towards anybody, it will be documented by staff and the parent will be called to pick up their child immediately. The child will also be unable to attend the program the following day. If the child is asked to not attend OSC on a designated day, alternate arrangements for childcare is the responsibility of the parent/guardian.
6. If a child displays inappropriate behaviour during an out trip, the Out-of-School Care Program Manager has the right to not allow the child to attend the next out trip.

Our Behaviour Management Guidelines refer to inappropriate behaviours that include but are not limited to:

- leaving program leaders on and off school property without permission (ex: running away or bolting) and/or hiding;
- swearing and other verbal forms of violence;
- emotional forms of violence (bullying)
- physical violence including all physical attacks towards staff or children and/or throwing of self or objects at staff, children or in general with intent to harm;
- harm to self;
- continual and blatant defiant and unsafe behaviour which displays disrespect and threatens the safety of the staff or the other children.

All incidents of inappropriate behaviour will be discussed with the parents/ guardians of the child and documented on internal incident reports and when required, the incident reports will be submitted to our Licensing Officer for further review.

**Special Note:**

If a child has been suspended from school, the child will not be able to attend the Out-of-School Care program during the time of suspension.

## **Supported Child Care Policy**

At Oaklands Community Association we welcome and try our best to accommodate children with special needs. Whether the special needs are physical, mental, emotional, behavioral, or dietary, from severe or mild, we strive for inclusion and to ensure integration with children their age. When children with special needs require care in our programs, Oaklands Community Association will consider the feasibility on whether the centre/staff can safely care for that individual in combination with the other children in the program at the same time. If Oaklands Community Association is able to enroll a child with special needs, there will be a written care plan created in consultation with and agreed to by the parents of the child and staff members of the Centre.

**Step One:**

Gather information about the child, their needs and abilities.

**Step Two:**

Consider what accommodations, extra staffing, extra training and new procedures might be required.

**Step Three:**

Consider the effect this individual will have on the program.

**Step Four:**

Decide whether or not the centre can provide safe and effective care.

**Step Five:**

Create a written plan to care for the individual and include back up plan or alternatives if the plan needs to be revised.

**Step Six:**

Implement the Plan and ensure it is successful. Revise and make changes if the plan is not working for the child being supported.



The Oaklands Community Association cannot always guarantee placement for children with special needs. We will strive to accommodate as many Supported Child Care children as we can, however, the programming needs of all children must be met in order to maintain the high quality program standards we demand.

*Even though your child may have a Supported Child Care Worker assigned to them, they must also abide by our Behaviour/Guidance/Discipline Policy.*

If we are able to accommodate a child who will require a Supported Child Care worker, it is the sole responsibility of the parents to arrange the contract with Supported Child Development through the Queen Alexandra Centre for Children's Health. This process must be in place a minimum of 1 month prior to the child's enrollment in the program. The child will not be able to attend the program until a support worker has been hired.

## **Communication Policy**

As partners in caring for your child, we have a number of systems meant to assist communication between parents, caregivers, and the management team. Look for the following means of communication in your individual program:

- Direct contact with your child's Activity Leaders: Try to take a moment each day to check in with an Activity Leader in your program. This is an opportunity to discuss details that are relevant in your child's individual day to day care. If you have information to pass to your child's Activity Leader, you can do so verbally, or by way of a note in the communications notebook in the sign-in/sign-out binders.
- Program specific information: Take a look at the walls in your child's program, there is a parent board offering general information; Staff Bio sheets introducing you to the caregivers in the program; and artwork and picture displays of your child's activities. Leaders may attach notices to the sign out sheet, or send notices home with the children
- Centre-wide information: We offer a newsletter with general information to all families. Contents within this newsletter will vary, yet gives updates on upcoming activities and events. Other important information such as staffing changes, reminders for closures, will be posted in the centre, and/or delivered as a notice.
- Oaklands Community Centre also offers an E-News to join so please feel free to sign up if you would like to receive once a month email updates. It's a great

way to stay up informed with events within the community. The link is on our website <http://www.oaklandscommunitycentre.com/>

Questions, comments, concerns, suggestions that are not directly related to the day to day care of your child will be welcomed by the Out-Of-School Manager. The OSC manager is in the office on weekdays between the hours of 9:30am-5:30pm dependent on workload or by Email [osc@oaklandsca.com](mailto:osc@oaklandsca.com)

## **Conflict Resolution Policy**

- At Oaklands Community Centre we treat the children and our staff in a very respectful manner. We require that all family members follow this policy by speaking in a respectful manner at all times to Activity Leaders, Managers and other staff in the building.
- If a parent has a serious matter that they wish to address, they may set up an appointment time with the Out-of-School Care Manager and/or Staff member. At no time will serious matters be discussed in front of children.
- If a conflict cannot be resolved, the Oaklands Out-of-School program has the right to terminate the care that is provided for your child. If it appears that the safety of the children or staff members is in any way in jeopardy, this termination will be effective immediately.

## **Duty to Report – Reportable Incidents of Abuse**

- Schedule H (below) lists all reportable incidents that are to be reported to parents and licensing within 24 hours.
- If the reportable incident is an allegation of abuse from a parent to a child, Ministry of Children and Family Development must be contacted immediately.
- If the reportable incident is an allegation of abuse from a staff member to a child, the staff member will be suspended immediately, a report will be made to licensing, and an investigation will be initiated by licensing. If the investigation proves that the allegations are unfounded, the OSC Coordinator and/or Executive Director will evaluate the results and determine whether to continue the contract of employment with that staff member

## Schedule H

[am. B.C. Reg. 95/2009, s. 4.]

*(Sections 52 and 55 [harmful actions not permitted; notification of illness or injury])*

### Reportable incidents

1 For the purpose of this regulation, any of the following is a reportable incident:

**"aggressive or unusual behaviour"** , which means aggressive or unusual behaviour by a child towards other persons, including another child, which has not been appropriately assessed in the child's care plan;

**"attempted suicide"** , which means an attempt by a child to take his or her own life;

**"choking"** means a choking incident involving a person in care that requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital;

**"death"** , which means any death of a child;

**"disease outbreak or occurrence"** , which means an outbreak or the occurrence of a disease above the incident level that is normally expected;

**"emergency restraint"** , which means any use of a restraint that is not approved and documented in a child's care plan;

**"emotional abuse"** , which means any act, or lack of action, which may diminish the sense of well-being of a child, such as verbal harassment, yelling or confinement, perpetrated by a person not in care;

**"fall"** , which means a fall of such seriousness, experienced by a child, as to require emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital;

**"financial abuse"** , which means

(a) the misuse of the funds and assets of a child by a person not in care, or

(b) the obtaining of the property and funds of a child by a person not in care without the knowledge and full consent of the child or the child's parent;

**"food poisoning"** means a food borne illness involving a person in care that requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital;

**"medication error"** , which means an error in the administration of a medication which adversely affects a child or requires emergency intervention or transfer to a hospital;

**"missing or wandering person"** , which means a child who is missing;

**"motor vehicle injury"** , which means an injury to a child that occurs during transit by motor vehicle while the child is under the care or supervision of the licensee;

**"neglect"** , which means the failure of a care provider to meet the needs of a child, including food, shelter, care or supervision;

**"other injury"** , which means an injury to a child that requires emergency care by a medical practitioner or transfer to a hospital;

**"physical abuse"** , which means any physical force that is excessive for, or is inappropriate to, a situation involving a child and perpetrated by a person not in care;

**"poisoning"** , which means the ingestion of a poison or toxic substance by a child;

**"service delivery problem"** , which means any condition or event which could reasonably be expected to impair the ability of the licensee or his or her employees to provide care, or which affects the health, safety or well-being of children;

**"sexual abuse"** , which means any sexual behaviour directed towards a child by an employee of the licensee, a volunteer or any other person in a position of trust, power or authority, and includes

(a) any sexual exploitation, whether consensual or not, and

(b) sexual activity between children if the difference in age or power between them is so significant that the older or more powerful child is clearly taking sexual advantage of the younger or less powerful child;

**"unexpected illness"** , which means any unexpected illness of such seriousness that it requires a child to receive emergency care by a medical practitioner or transfer to a hospital.

## **Power Outages Policy**

A power outage at the daycare poses a health and safety risk for the staff and your child. If there is a power outage during the day, the staff will contact BC HYDRO to find out the estimated time of re-connection. If it is estimated that it will take more than 1 hour before the power comes back on, staff members will start calling parents to come pick-up their children. If the power comes back on and the staff has already started the evacuation process, they will continue until the centre is empty. Parents will be able to return with their child the following day. If the staff arrive at the Centre at opening and find that we do not have any power in the facility, then the Childcare Centre will remain closed until the power is turned back on.

## **Snow Policy**

### **Closure of program BEFORE program is scheduled to begin:**

Closure of program may be due to inclement weather, including snow, ice, and wind causing dangerous driving conditions as well as power outages.

Within the Greater Victoria School District, the Superintendent of Schools will provide media outlets with information about the status of their facilities (including Oaklands Elementary School) and transportation services by 6:30am. If Oaklands Elementary School is closed, the Out of School Care programs will always be cancelled until we are advised that it is safe to re-open.

In addition, although we will do our best to be open, during inclement weather we may choose to close independently of the schools in accordance to police advisories to ensure the safe of the children, families and staff. If we do open, we may need to adjust our hours of operation to take into consideration staff's challenges to travel to the facility.

### **Closure of program DURING program operation hours:**

If the weather conditions change suddenly during the day, and Oaklands Elementary School chooses to remain open, the administration at the Oaklands Community Centre can decide to cancel programs. If a child care program is in progress or is set to begin that afternoon and the decision has been made to shut down, parents will be notified by staff. Parents will then be responsible for ensuring that their child(ren) is (are) picked up:

If child(ren) is (are) attending Out of School Care programs, please pick up:

1. If it is during school hours (pre 2:48pm) – from school
2. If it is during Out of School Care Programs (post 2:48pm) – immediately from Oaklands Community Centre.

## **Safety Procedures**

### **Safe Release of Children**

Our staff is well trained in the Release of Children. It is important for all parents to understand their role in ensuring the safety of their child.

Children will only be released to the following:

- Parents
- Emergency Pick-ups
- Authorized adults noted on the registration forms

\*Please note:

- All persons must be over age 16 years to be eligible to pick up a child in our care.
- If a person picking up a child is under 16 years of age (for example, a sibling), he/she will be required to give the leader in the room a written note of permission from the parent(s) before the child will be released into their care.

Additions to the Persons Authorized List may be made at any time by the parents but must be in written form (in person or by email). Verbal additions will not be accepted.

### **Custody and Related Court Orders:**

If a custody or court order exists, a copy of the order needs to be placed in the child's files. The guardian is responsible for providing accurate and up to date information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The guardian will provide the information on persons authorized to pick up the child.

### **Alleged Impaired Pick Up:**

It is the care provider's responsibility, without putting themselves at risk, not to release a child to an authorized person who is unable to adequately care for a child. If the care provider believes that a child will be at risk, the care provider can try to contact the alternate persons for pick up as cited in the registration package. The care provider could also call a cab to pick the child and guardian up. If the person is driving a vehicle, it is the care provider's duty to remind the parent that it is illegal to drive under

the influence of drugs or alcohol. The care provider is obligated to ensure the safety and well-being of the child. If the presumed impaired individual chooses to get in the car with or without the child, the care provider will immediately notify the police and provide a description of the car and the direction the individual was heading. If the care provider believes that the child is in need of protection, the care provider will call the Ministry for Children and Families.

### **Alleged Impaired Pick Up:**

It is the care provider's responsibility, without putting themselves at risk, not to release a child to an authorized person who is unable to adequately care for a child. If the care provider believes that a child will be at risk, the care provider can try to contact the alternate persons for pick up as cited in the registration package. The care provider could also call a cab to pick the child and guardian up. If the person is driving a vehicle, it is the care provider's duty to remind the parent that it is illegal to drive under the influence of drugs or alcohol. The care provider is obligated to ensure the safety and well-being of the child. If the presumed impaired individual chooses to get in the car with or without the child, the care provider will immediately notify the police and provide a description of the car and the direction the individual was heading. If the care provider believes that the child is in need of protection, the care provider will call the Ministry for Children and Families.

If for any reason a staff member feels the health or safety of a child is at risk, they are required by the Ministry of Child and Family Development to make a report.

## **Emergency Procedures**

### **In the event of a fire: OSC and Com Rec Rooms**

1. The Activity Leaders will get the children organized and lined up at the closest Emergency Door which is deemed safe (marked on a diagram in the room);
2. The attendance sheet and first aid kits will be gathered and the room and bathrooms will be scanned for missing or hiding children;
3. The group exits the building as follows: Activity Leader, children, Second Activity Leader
4. The group meets on the basketball courts at the far corner of Oaklands Elementary and waits;
5. Attendance is taken by the Activity Leader and then informs the Manager that all children are accounted for.
6. If we are unable to return into the building, families will be contacted first or emergency contacts secondary, to come and pick up their children.
7. Staff will remain with children until they have all been picked up.

## **Multi-Purpose Room**

1. The Activity Leaders will get the children organized and lined up at the Emergency Door (marked on a diagram in the room);
2. The attendance sheet and the first aid kit will be gathered and the room and bathrooms will be scanned for missing or hiding children;
3. The group exits the building as follows: Activity Leader, children, Activity Leader
4. The group goes to the basketball courts at the far corner of Oaklands Elementary and waits;
5. Attendance is taken by the Activity Leader and then the Manager is informed that all children are accounted for.
6. If we are unable to return into the building, families will be contacted first or emergency contacts secondary, to come and pick up their children.
7. Staff will remain with children until they have all been picked up.

## **Grade 4/5 Site**

Will be updated and sent to families once space is confirmed.

## **In the event of an earthquake:**

### **All children in the Centre:**

1. Duck and cover
2. When tremors have subsided, the Activity Leaders in each room announces "All Clear!"

**All rooms will then follow the same protocol as they would in case of a fire.**



## Parent Agreement



I, \_\_\_\_\_, have received, read and agree with the following policies for my child(ren) while they attend Oaklands Out-of-School Care Program.

- Payments/ Fees/ Returns and Cancellation Policy
- Attendance and Late Pick-up Policy
- Injuries and Illness Policy
- Food & Drink Policy
- Behavior/Guidance/Discipline Policy
- Supported Childcare Policy
- Communication Policy
- Conflict Resolution Policy
- Duty to Report
- Power Outage & Snow Policy
- Safety and Emergency Procedures

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

**Please detach and return this form with your child's paperwork**